Job Summary

Post Title	Head of Benefits & Assessments	**Pay Grade**	PTMG1
Directorate **Service Area**	Finance Revenues, Assessments & Payments	**Line Manager**	Assistant CFO – Revenues, Assessments & Payments
Post Number/s (Mandatory for existing posts, If multiple posts state all)	New	**If existing post is the post title changing? If yes state both**	No
JE/GAR reference number (Mandatory for existing posts)	N/A	**Work Location (state Council office)**	Gateway
Work style (Delete as applicable)	Any desk	**Job Family & Role Profile**	PTMG
DBS Check Required? (Delete as applicable)	YES - Basic		
Politically Restricted Post? (Delete as applicable)	Yes – Sensitive		

Job Purpose and Job Context
To provide strategic leadership, operational management and financial control for the Benefits & Assessments service areas, using transformational change to drive continuous improvement in service performance and the delivery of high-quality strategic aims and performance targets. To ensure that Benefits & Assessments Services are delivered in line with the agreed operating model framework, relevant statutory duties and professional best practice. Be an active member of the Finance senior leadership team with collective responsibility for the managerial leadership of the Finance Service, encouraging a culture which promotes the values and behaviours of the Council.
Main Responsibilities and Duties

- Lead the planning, development, delivery, control and management of the Benefits & Assessments service area for which responsible to ensure the required outcomes and standards are delivered. Design, development, delivery and performance management of the Benefits & Assessments service area informed through consultation to maximise service quality, efficiency and continuity. Lead and motivate staff and control operation activities within the service area.
- Actively contribute to strategic direction of the Benefits & Assessments service area through identifying service requirements and establishing priorities. Inform and influence strategic direction and decision making and where appropriate with partner organisations. Anticipate and assess changing priorities and external requirements to develop effective responses.
- Lead the development and oversee the implementation of policy, systems, contracts, processes, performance criteria, standards, governance frameworks, and procedures within the Benefits & Assessments service area which meet operational requirements and ensure compliance with legislation, regulations, codes, guidelines, standards and best practice. Monitor compliance to all standards and regulations and ensure all governance frameworks have clear accountabilities and measurable effectiveness. Ensure compliance is monitored and external inspections are managed effectively.
- Ensure information management and reporting meets all internal and external requirements through managing Information and systems effectively and efficiently.
- Provide expert professional advice, interpretation, information, support and challenge to Service Director, Senior Managers, Members and others on full range of operational, legislative and strategic issues within field of expertise, relevant to the Benefits & Assessments service area. Provide professional challenge and advice to colleagues, managers and partner organisations. Manage the response to complex professional / politically sensitive issues. Develop and manage feedback and complaints procedures.
- Implement a comprehensive risk management programme for the area of responsibility, including implementation and delivery of corporate risk management processes within the area of responsibility. Recognise, plan for and managed all areas of exposure appropriately, identifying and recommending mitigation in prospective high-risk areas. Develop and implement the business continuity plan for area of responsibility.
- Accountable for the statutory responsibilities and duties which fall within the remit of the post. Constraints and opportunities posed by regulatory changes are identified and incorporated into strategic decision making. Responses to Scrutiny Committee enquiries are supported effectively.
- Manage key relationships with delivery partners, local businesses and residents enhance appropriate service delivery, identifying and taking action on opportunities to improve delivery. Ensure commissioning and procurement of goods / services meets all strategic and procedural requirements and good / services are delivered on time, to budget and standards agreed.
- Establish and embed a culture of continuous improvement throughout the Benefits & Assessments service area. Ensure the development and delivery of continuous improvements in all aspects of the service area, driving to meet service requirements. Manage and control the planning and implementation of agreed improvements. Monitor external market, political and regulatory environment and internal drivers which impact the service area. Identify strategic and operational issues, implications, change requirements and opportunities. Recommend and deliver innovative solutions.
- Plan and manage or sponsor major projects, securing resources and assigning clear accountabilities to meet all targets, specification, governance, timescales and budgets. Effectively manage transition to ensure minimal disruption to service users.
- Proactively develop professional knowledge, skills and behaviours. Participate in and lead the performance management process.
- Identify and develop own and management team's skills, knowledge and professional standards within the area of responsibility; enabling the service area to meet all operational and regulatory requirements. Identify and act on resource issues and changes which affect learning, development and performance. Develop and embed a proactive, knowledge sharing, customer focussed and "can do" culture throughout the service area. Support, coach and mentor the management team in the delivery of their responsibilities. Commission, develop and deliver training activities to meet long term requirements.
- Develop, manage and proactively build stakeholder working relationships, upholding and promoting Council

policies and interests. Effectively communicate and consult with all stakeholders including Corporate Directors, Members and external relationships, aiding development and management of the Benefits & Assessments service area. Represent and make decisions on behalf of the service area, negotiating beneficial outcomes for BC. Represent BC at partnership, public and other high-profile events, lobbying and influencing opinions and actions both internally and externally. Plan and promote effective communications / promotional activities.

- Develop opportunities for partnership working within and outside the Council. Lead on relevant partnerships between the Council and other public, private, voluntary and community sector bodies; identifying, sharing and promoting best practice. Where appropriate, service delivery is supported through partnerships.
- Provide leadership and direction of highly competent, effective, motivated and outcomes focused professional teams for the area of responsibility, to ensure the planning, commissioning and delivery of timely and appropriate services to customers. Complete performance and development reviews, recruitment, induction development, employee relations and all HR processes and planning to the required standards and timescales. Actively resolve deficiencies and underperformance. Support and delivery corporate initiatives.
- Develop and agree budgets with Service Director within the area of responsibility, identifying and securing funding from external sources where appropriate. Plan and manage budgets within area of responsibility, systematically identify and deliver savings and efficiencies, maximising value for money. Ensure all financial transactions are authorised, processed, controlled and reconciled correctly to assure financial integrity, regulatory and Council policy compliance. Systematically identify and deliver savings and efficiencies, maximising value for money.
- Accountable for the strategic and operational planning, delivery and communication of the Benefits & Assessments service area targets and objectives (either directly or through commissioned / managed services), ensuring compliance with all internal and external legislation, policies and procedures. Establish robust performance and quality management systems and procedures to meet all requirements, e.g., monitoring and managing performance / progress against the service the service plan and contractual compliance. Action plans are developed, implemented and delivered. Input is made to the planning of the wider service.
- Identify, secure, effectively deploy and manage resources necessary for the Benefits & Assessments service area to meet / exceed its objectives. Recommend, gain agreement from Service Director and implement appropriate organisation structures and processes.
- Ensure the successful implementation of health and safety legislation, policies and practices, to help embed a proactive and positive culture of health and safety.

Accountability

- If this role manages a budget please state the size of the budget: £2.6m (Revenue Budget)
- If this role monitors a budget please state the size of the budget: £53.9m (Housing Benefit Payments)
- How many direct reports does this job have in its reporting line?*)2x Grade 10 Roles*
- How many indirect reports does this job have in its reporting line? Circa 65

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months		Council Tax Support and Housing Benefits administration, Social Care Financial Assessments and Finance Deputies administration, daily and monthly reconciliations, completion of statutory returns, Housing Benefit Subsidy monitoring, performance monitoring and reporting, reporting to CMT/Select Committee/Cabinet/Council.
1 year		Process efficiencies and improvements, policy reviews, Housing Benefit and Council Tax Support budget planning
3-5 years		Systems Development, policy reviews that involve public consultation.

Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience	Job Specific Examples	Essential	Desirable
Significant relevant experience of managing a service / professional expertise area in a large public sector organisation (preferably local government).	Leading Benefits & Assessments (or related) functions within a comparable public sector organisation.	Y	
Substantial experience of service planning and delivery.		Y	
Extensive knowledge of local government and wider sector / external influences.	Understanding of statutory, regulatory and political influences on local government	Y	
Extensive and comprehensive knowledge and understanding of the service area; the requirements, systems, policy, practices, procedures, legislation and major issues facing it.	Knowledge and understanding of Benefits & Assessments functions within local government, supported by relevant practical experience and/or commitment to learning and development	Y	
Proven track record of effectively managing significant budgets and ensuring the delivery of services within agreed resources.	Budget and resource management experience	Y	
Proven ability to identify standards and performance requirements for own and partner organisations and deliver effective performance management.	Identification and delivery of service improvement initiatives	Y	
Significant experience of leading and sustaining partnerships both internally and externally.	Effective working with external commercial and voluntary sector organisations	Y	
Authority and credibility to work effectively in a political environment establish positive and productive relationships with stakeholders and engage successfully with colleagues, partners and customers.	Effective working with elected members	Y	

Excellent interpersonal and communication and presentation skills, with proven ability to communicate effectively and persuasively to a wide range of audiences both horizontally and vertically throughout the organisation.	Effective communication and engagement with own teams, wider management team and enabling functions	Y	
Proven track record of managing major projects, policy development and success in delivering major organisational change.	Successful delivery of systems implementation, local Benefits & Assessments related policies and/or service transformation	Y	
Proven leadership ability, with evidence of developing a multi - disciplinary team approach, managing staff, inspiring confidence, encouraging, motivating and influencing others.	Successful delivery of service objectives and improvement initiatives alongside strong workforce engagement	Y	
Proven ability to think innovatively and conceptually and deliver against this.	Track record of innovation and improvement activity within own services	Y	
Evidence of enthusiasm, drive, commitment and energy demonstrated in achieving goals. Resilient and positive despite setbacks.	Role-modelling LEADER behaviours	Y	
Qualifications		**Essential**	**Desirable**
Educated to degree level or equivalent standard		Y	
Relevant Professional Qualification		Y	
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*			Y
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro		Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.